

Consulting

IT Solutions

Managed Services



BUSINESS PROCESS MANAGEMENT SERVICES

When was the last time you looked at your business from your customer's perspective?

When a customer is interacting with your business, they are interacting with your business processes, the good and the bad. In today's world of global competition at the click of a button it is easy for current and prospective clients to pass judgement on your entire organisation from their ability to interact with you.

For those organisations that have robust, secure and efficient business processes this is great news, as they see market share increase over their less efficient competitors. The issue is, which camp does your organisation sit in?

In today's constantly changing environment, it is crucial to have business processes that allow your people to embrace change and respond to new business and client demands. Fujitsu and Queensland University of Technology (QUT) can assist you in building your capabilities and deliver an integrated and scalable business process management solution that meets all aspects of your business

WHAT IS A BUSINESS PROCESS?

All work in organisations is carried out through activities and processes. The processes might be paper based, or supported by advanced computing technologies, but all goods are produced and all services are delivered through business processes.

Yet the majority of organisations:

- Do not understand their processes
- Do not know what their processes are
- Do not create, maintain, manage and decommission processes in a systematic way
- Do not measure process
- Do not realise the opportunities and benefits of controlling the processes

The Importance of Business Process Management (BPM) to your Organisation

BPM allows for a structured and systematic approach to business improvement. It focuses on those strategic and tactical processes that will add the greatest value to clients, staff, suppliers and other key stakeholders.

Our combined BPM offerings are designed to maximise value by bridging the gap between ‘knowing’ and ‘doing’.

The offerings include the comprehensive development of capabilities within your organisation to ensure that the entire organisation is ready to leverage greater success for the professional management of your business process portfolio.

OUR VALUE PROPOSITION

Fujitsu and QUT offer a range of integrated services containing proven methodologies and tools that enable your organisation to instil business process thinking, effectively build and manage these processes to maximise your business outcomes.

Our BPM breadth of experience delivers the full range of BPM Solutions and Services. These include:

- Assistance in the alignment BPM to your business strategy
- Designing of enterprise processes to deliver strategic goals
- Assistance in the creation of a suitable and robust Architecture for your BPM;
- Creation of an operational process governance methodology

Optimisation of your BPM portfolio

- Deployment of business process performance measurement facilities
- Build, track and monitor your BPM delivery capability to sustain focus in the long term

Leverage from our Proven Partnership:

- Experience and research that allows us to **avoid the pitfalls of implementing BPM**
- **Global knowledge base** combined with the **deep research capability** that has been applied on real-world BPM assignments
- **Experienced practitioners** – experts in the field of BPM consultancy and training
- **Academic rigor and independence** from one of the largest BPM research groups in the world
- **Strong local presence**

THE THREE CORE OFFERINGS

- **BPM “Off the Shelf” Self Starter Pack**
– Fujitsu and QUT have developed a standard offering of core BPM techniques which we have packaged with a prescribed amount of training, consulting and coaching.
- **Consulting** – Fujitsu and QUT are able to offer consulting support to help your organisation build internal BPM capability as you progress through each phase of the BPM journey.
- **Training** – QUT is able to offer accredited subjects and courses in various aspects of BPM through its Faculty of Science and Technology.

**FOR ORGANISATIONS STARTING A PROGRAM
BPM REQUIRES CAREFUL CHANGE MANAGEMENT
ACROSS CULTURE, STRUCTURE, TECHNOLOGY,
STRATEGY, INFRASTRUCTURE AND PROCESS.**

- We assist you to define the expected benefits, responsibilities, management processes and checkpoints.
- Risk and change management is built into the program design, so that the BPM can be implemented smoothly.
- Act as a guide on your journey informing you of the decisions required so that you can continue to manage your environment well beyond our engagement.

BPM PORTFOLIO EVALUATION

A BPM Portfolio Evaluation is ideal for executives who are responsible for large numbers of investment projects, and who need a roadmap for ongoing management and prioritisation. We use a business process capability maturity based approach to review and develop a prioritised portfolio of BPM initiatives. We then help you define BPM programs that group projects together and establish priorities.

THE BPM OFFICE

For organisations that depend heavily on ICT, managing large numbers of business investment programs and ICT projects can be a challenge. Adopting the BPM portfolio management approach can be applied to maximise returns from a multi-million-dollar business and IT investment portfolio, while keeping a risk-reward profile in line with business objectives. This is why it often makes sense to create a BPM Office.

Some of the benefits of the BPM office are:

- A BPM Office helps you build and maintain necessary process capabilities.
- This process based capability helps your organisation meet its productivity targets and gain efficiency savings by utilising consistent design standards.
- Your project teams save design effort on each new project through the use of common standards
- You can also extend the BPM office capability into your existing systems for capital budgeting, cost control, effective project/program management and support rigorous decision making.

Fujitsu Consulting's wider service offerings include

- Business Strategy
- Business Transformation
- Enterprise Architecture
- Service Oriented Architecture
- Organisational Change
- Portfolio Management
- Benefits Realisation

PLEASE TELL ME MORE?

Take advantage of our solutions and expertise to maximise your business sustainability. We would be pleased to talk to you further about how we can work together to improve your business agility, flexibility and maturity. For further information email: bpm@au.fujitsu.com



ABOUTFUJITSU

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. Throughout Australia and New Zealand we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand have earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).

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